



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2018-BDS-11-CONSU

No.	Question	Answer
1	<p>Pg. 4, Section 1, Introduction, Subsection 1.1. Purpose and Overview</p> <p>Will the selected vendor be allowed to bid on RFPs for non-DDI related work on the project such as – Testing, Quality Assurance, PMO, IV & V etc.?</p>	Yes
2	<p>Pg. 4, Section 1, Introduction, Subsection 1.1. Purpose and Overview</p> <p>Can the Department share sample documentation formats for the various artifacts that are expected to be the outcome of this engagement?</p>	Samples can be made available upon written request to the Procurement Coordinator identified in Section 8, PROPOSAL PROCESS, Subsection 8.1 Contact Information – Sole Point of Contact.
3	<p>Pg. 6, Section 1, Introduction, Subsection, Subsection 1.3. Contract Period</p> <p>Is the Department willing to extend the contracting period due to the wide scope of this project?</p>	No. See Addendum #3
4	<p>Pg. 9, Section 2, BACKGROUND AND REQUIRED SERVICES, Subsection 2.1, New Hampshire Department of Health & Human Services, Bureau of Developmental</p>	Possibly, dependent upon Department needs and the selected vendor's proposed methodology for conducting meetings off-site. The selected vendor is expected to attend meetings in Concord, NH.



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	Services, Paragraph 2.1.11 Is the selected vendor expected to travel beyond the greater Concord, New Hampshire area?	
5	Pg. 14, Section 3. STATEMENT OF WORK, Subsection 3.2. Covered Populations, 3.2.1. Can the Department confirm whether the “final report” is another term for the Conceptual System Design Document?	See Addendum #3.
6	Pg. 17, Section 3. STATEMENT OF WORK, Subsection 3.4. Previous Project Research, Paragraph 3.4.2. a) Has any vendor assisted the Department in performing the activities listed in Section 3.4.2.? b) If so, which activities and who were the vendors? c) Can any related documents be shared with vendors prior to proposal submission?	a) With the exception of the LBA Audit and the RFP from other states, all items were created by Area Agency and BDS staff. b) See a), above. c) The following items are available upon request: <ul style="list-style-type: none"> • 2016 LBA Audit • Request for Information - RFI-2018-BDS-10-MODER
7	Pg. 17, Subpart 3.4.2. a) Were the artifacts listed in section 3.4.2. developed with the assistance of	a) See Question #6 above. b) No.



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	<p>any vendors/consultants?</p> <p>b) If so, are these consultants eligible to bid on the Consulting Services contract?</p> <p>c) Are there vendors who already have access to the artifacts developed and listed in section 3.4.2.?</p>	c) No.
9	<p>Pg. 17, Section 3. STATEMENT OF WORK, Subsection 3.4. Previous Project Research, Paragraph 3.4.2, Sub-Paragraphs 3.4.2.1. & 3.4.2.2.</p> <p>Can the Department clarify the scope of the Lean Process Improvement Event artifacts in these sections?</p>	<p>3.4.2.1. Lean Process Improvement Event Workflow, Summary, and Findings – End-to-end current state workflow and system environment document the current state process and data workflow. This does not include a future state vision.</p> <p>3.4.2.2. Lean Process Improvement Event for the full Budget Tracking System (BTS) and Prior Authorization (PA) approval processes – Summary, findings and “True North” workflow documents, in further detail, the current state process and data workflow of two components of the interconnected system, the Prior Authorization Process and the Budget Tracking/Service Plan Approval Process. This includes a future state vision (True North).</p>
10	<p>Pg. 17, Section 3. STATEMENT OF WORK, Subsection 3.4. Previous Project Research, Paragraph 3.4.2, Sub-Paragraph 3.4.2.8.</p> <p>Can the Department provide the original RFI document that is referenced?</p>	<p>The Request for Information (RFI-2018-BDS-10-MODER) Modernized Systems for New Hampshire Developmental Services is currently available at:</p> <p>https://www.dhhs.nh.gov/business/rfp/rfi-2018-bds-10-moder.htm</p>
11	<p>Pg. 18, Section 3. STATEMENT OF WORK,</p>	There are no platform or documentation standards. The resulting



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	Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope Are there updated DoIT standards relative to platform, documentation and project management that will apply to this RFP?	contract will include industry standard project management language that addresses status meetings and reports. DoIT standards are available at: https://www.nh.gov/doit/vendor/index.htm
12	Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope Are new IT standards being developed by the DHHS IT Director that will impact the Developmental Services IT systems and operations solutions?	Not at this time.
13	Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope Is there a CMS approved APD in place to address the elements of this project that may impact the current and future MMIS solutions?	An APD has been submitted to CMS. Subsequent updates to the APD filings may be necessary.
14	Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope Is there an established schedule of meetings with CMS and other federal oversight offices to help inform oversight stakeholders of DHHS plans and project progress?	No. Any future meetings will be scheduled as appropriate.



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15	<p>Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope</p> <p>Does DHHS intend to release an RFP for IV&V services to monitor the systems development project(s) that may result from this effort?</p>	Undetermined at this time.
16	<p>Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope 3.5.3.</p> <p>Is there an expectation that a definition of business and technical requirements for SMS and the Division for Children, Youth and Families will be developed separately as result of this project?</p>	No.
17	<p>Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope, Sub-Paragraph 3.5.3.1.</p> <p>Is the vendor implementing the New HEIGHTS Eligibility System eligible to bid on this RFP?</p>	Yes.
18	<p>Pg. 18, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope, Sub-</p>	New HEIGHTS – CFI Waivers for Nursing Facility Bridges – Child Protection



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	Paragraph 3.5.3.1. Which current DHHS systems are 'Prior Authorization Systems' in addition to the MMIS?	Options – Elderly and Adult Protection
19	Pg. 20, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope, Subparagraph 3.5.3.3, Part 3.5.3.3.1. Does DHHS or DOIT have agency-specific standards they prefer to use when documenting requirements?	No.
20	Pg. 20, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.3. Functional Scope, Subparagraph 3.5.3.3, Part 3.5.3.3.6. Can the Department describe the conditions that will need to be met to secure stakeholder approval?	A representative Steering Committee has been created to review and approve the deliverables of the resulting contract.
21	Pg. 22, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.4. System Requirements Document, Sub-Paragraph 3.5.4.2., Q9 Is it permitted to add documents within appendices to the technical proposal?	Yes.



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22	<p>Pg. 22, Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.4. System Requirements Document, Sub-Paragraph 3.5.4.2 Part 3.5.4.2.1. & Pg. 25, Section 4, Project Deliverables</p> <p>How are the Lean Process Improvement Event artifacts referenced in Paragraph 3.4.2. intended to be leveraged for the process maps included in the scope of this RFP?</p>	The Department intends to leverage the existing process maps, but anticipates that they will need to be modified as requirements are developed.
23	<p>Pgs. 22 Section 3. STATEMENT OF WORK, Subsection 3.5. Scope of Service, Paragraph 3.5.4. System Requirements Document, Sub-Paragraph 3.5.4.2 Part 3.5.4.2.1. & Pg. 25, Section 4, Project Deliverables</p> <p>Is creation of additional business process maps within the scope of this RFP?</p>	Yes, as warranted.
24	<p>Pg. 23, Section 3. STATEMENT OF WORK, Subsection 3.6. Project Deliverables & Acceptance Criteria Document, Paragraph 3.6.2.</p> <p>Do Q12-Q15 refer specifically to the example requested in Q11?</p>	See Addendum #3
25	<p>Pg. 24, Section 3. STATEMENT OF WORK,</p>	At this time, only nursing facility and the Choices for Independence



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	Subsection 3.9 Risks and Assumptions, Paragraph 3.9.1. Can you please elaborate on 3.9.1. as it relates to the scope of the RFP?	Waiver services are being considered for transition to MCM. Transition of the three (3) developmental services waivers has not been scheduled. Additional information is available at: https://www.dhhs.nh.gov/ombp/medicaid/mltss.htm
26	Pg. 25, Section 3. STATEMENT OF WORK, Subsection 3.10, Project Duration. What is driving the timeline for this project?	Findings contained in the NH Legislative Budget Office Audit of February 2016 and funding restrictions.
27	Pg. 25, Section 4. Project Deliverables Can the Department identify expectations regarding the Project Deliverables Ref. #3?	See Addendum #3.
28	Pg. 26, Section 4. Project Deliverables. Does the Department intend to build the future system using DHHS resources or procure an external IT vendor to perform?	The Department plans to hire external resources for the implementation of the solution.
29	Pg. 26, Section 4. Project Deliverables Subsection 4.21. Can the Department provide the full description for "Project Deliverables and Acceptance Criteria"?	See Addendum #3.
30	Pg. 27, Section 6.FINANCE (RESERVED) Does the Department require a response to Section 6. Finance?	No.



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31	<p>Pg. 28, Section 8 PROPOSAL PROCESS, Subsection 8.2, Procurement Timetable.</p> <p>Is the Department amenable to an extension of the deadline by two weeks?</p>	Addendum #3.
32	<p>Page 34, Section 9 PROPOSAL OUTLINE AND REQUIREMENTS, Subsection 9.1 Presentation and Identification</p> <p>Can vendors submit the proposals via email?</p>	No. See Section 9 PROPOSAL OUTLINE AND REQUIREMENTS, Subsection 9.1, Presentation and Identification, Paragraph 9.1.2 Presentation, Paragraph 9.1.3 Technical Proposal, Paragraph 9.1.4 Cost Proposal
33	<p>Pg. 36, Section 9 PROPOSAL OUTLINE AND REQUIREMENTS, Subsection 9.2 Outline and Detail, Paragraph 9.2.2 Technical Proposal Contents – Detail, Sub-Paragraph 9.2.2.4, Part 9.2.2.4.1.</p> <p>Does the Department require every section and subsection within Section 3 to be specifically addressed?</p>	Yes, with the exception of areas identified as ‘RESERVED.’
34	<p>Pg. 36, Section 9 PROPOSAL OUTLINE AND REQUIREMENTS, Subsection 9.2 Outline and Detail, Paragraph 9.2.2 Technical Proposal Contents – Detail, Sub-Paragraph 9.2.2.4, Part 9.2.2.4.3.</p> <p>a) Does the Department require only the proposal narrative section in Word, or the entire technical proposal?</p>	<p>a) The Department prefers the entire Technical Proposal be submitted in Microsoft Word format, with the exception of company brochures.</p> <p>b) Yes. However, the Department may request the selected vendor to resubmit an electronic version in Microsoft Word format.</p>



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	b) May we provide our electronic versions in PDF?	
35	<p>Pg. 38, Section 9 PROPOSAL OUTLINE AND REQUIREMENTS, Subsection 9.2 Outline and Detail, Paragraph 9.2.3.Cost Proposal Contents, Paragraph 9.2.3.2 Statement of Bidder's Financial Condition, Sub-Paragraph 9.2.3.2.2.</p> <p>Will financials representing revenue for the last 10 fiscal years, condensed financial information for the past 3 fiscal years, and a letter of good standing from our primary financial institution meet the requirements you have for the financial section of our proposal?</p>	No. Proposals must follow the financial requirements of the RFP.
36	<p>Appendix B, Contract Minimum Requirements (Sample Contract), Exhibit I, Health Insurance Portability Act Business Associate Agreement</p> <p>Will Exhibit I/HIPAA Business Associate Agreement be included in the resulting contract?</p>	Yes. Exceptions to the terms of Exhibit I may be submitted in Appendix A of the proposal.
37	<p>Appendix B, Contract Minimum Requirements (Sample Contract), Exhibit K, DHHS Information Security Requirements, Section III RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS, Subsection</p>	<p>The selected vendor must maintain the "Minimum Standards" (administrative, physical and technical safeguards) as set forth in the Security Rule throughout the information lifecycle of DHHS data as described on page 6, IVA.2.</p> <p>Storage location must be within the United States, this includes cloud</p>

Department of Health and Human Services
Consulting Services for Modernized Developmental Services IT Systems



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	A, Retention, Paragraph 4 What are the minimum requirements for a "secure location?"	storage.
38	General When does the consultant have to have the design of the system completed?	See Addendum #3 All references to the conceptual design document have been removed from the RFP. All other deliverables must be completed in the Fall of 2018.
39	General When will an RFP be released for the actual technology?	The release date for the implementation RFP will be determined by the outcome of the scope of work defined by this RFP.
40	General Is there an incumbent vendor currently contracted for the project?	No
41	General May vendors outside the United States respond to this RFP?	Companies from outside the United States can respond to this RFP, however restrictions apply to data storage. Refer to Exhibit K, page 3, III A and page 7, IV A.10. In addition, the selected vendor must be registered with the State of NH Secretary of State.
42	General Will the selected vendor have access to Area Agency programs and current systems for review?	Yes, subject to agreements with Area Agencies.